



MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
March 05, 2010

PROVIDER HOT SHEET

- ⇒ **03/02/2010 NC Division of MH/DD/SAS - [Implementation Update #70](#)**
Attachment 1 [PSR Guidance for Service Notes](#)
Attachment 2 [Copy of Day Tx Checksheet](#)
Attachment 3 [Day Tx Instructions](#)
Attachment 4 [Day Tx MOA Elements](#)
Attachment 4 [Census Fact Sheet](#)
- Suspension of Mandatory Cost Reporting
 - CABHA Update
 - Impact of Merger & Acquisitions on Enrollment/Accreditation/endorsement
 - PSR Service Notes
 - Day Treatment Endorsement Checksheet
 - MOA for Child & Adolescent Day Treatment
 - New CTCM form for MR/DD Submissions to VO
 - Policy Changes for Case Management
 - Extension for Provisionally Licensed Billing
 - DMA Program Integrity contract with PCG
 - Payment Error Rate Measurement in NC
 - Medicaid Provider Payment Suspension
 - Census 2010
- ⇒ **02/19/2010 NC Division of MH/DD/SAS - [Special Implementation Update #69](#)**
RFA for 1915 (b)(c) Medicaid Waiver Expansion
- ⇒ **InfoShare Time Change** – Registration will begin at 8:00 A.M. and conclude at 8:55. The program begins promptly at 9:00 and doors close at 9:15. The next regularly scheduled InfoShare is June 2, 2010 in the Fellowship Hall at Covenant Presbyterian Church.
- ⇒ **ParentVoice Training: The Latest Trends in Medication Treatment for Young People with Mental Health Concerns** – This two-part training will provide you with valuable information about current medications and options. [See Flyer at end of Hot Sheet.](#)
- Thursday, March 11 and 18, 5:00 - 7:30 PM
 - CMC Randolph, 501 Billingsley Rd., 1st Floor Auditorium
 - No Charge
- ⇒ **NC-TOPPS Training will be held March 17, 2010** from 9 – 11 AM at the Watkins Center, 3500 Ellington Street in the Computer Lab. **10 spaces** are available. If you or your staff need training, a refresher or have questions concerning NC-TOPPS interviews, please e-mail LME-NCTOPPS@MecklenburgCountyNC.gov to confirm a space. Space is limited so

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please only send one or two representatives from your agency. Please remember to bring a light jacket or sweater when attending these sessions.

PROVIDER COUNCIL REMINDERS AND UPDATES

- ⇒ **Provider Council Minutes** for the Executive Board, General Membership and Committees are published and available on-line at the following website:
<http://www.charmeck.org/Departments/Area+Mental+Health/For+Providers/MPCouncil.htm>
- ⇒ **Provider Council Sub-Committees** – Four standing subcommittees have been formed by the Provider Council. If you are interested or want more information, please contact the committee chairs. The four committees are:
- **Training and Development Committee**
 - ◆ Trasha Black (Co-Chair), Genesis Project, tblack@genesisproject1.org, 704-596-0505
 - ◆ Angela R. Simmons (Co-Chair), The Right Choice MWM, 704-537-3650, arsrightchoice@therightchoicemwm.com.
 - > The next scheduled meeting is Wednesday, March 17, 2010 at 9:00 AM in the Carlton Watkins Center Multipurpose room.
 - **Provider Relations Sub-Committee**
 - ◆ Kira Wilson (Co-Chair), The Arc of NC, 704-568-0112, kwilson@arcnc.org
 - ◆ Tim R. Holland (Co-chair) Person Centered Partnerships, 704-319-7609, Tim.Holland@pcpartnerships.org
 - >The Provider Relations Committee will not meet in March.
 - **Provider Outreach Sub-Committee** – The Provider Outreach Committee is a new sub-committee, the general purpose of which is to establish mechanisms for the Provider Council to connect with new providers, to provide them basic resource information and to introduce them to the Provider Council.
 - ◆ Frankie Tack (Co-Chair), Anuvia Prevention and Recovery Center, Inc., 704-927-8789, frankie.tack@anuvia.org.
 - ◆ Miranda Little (Co-Chair), Family Preservation, Inc., 704-344- 0491, MLittle@fpscorp.com
 - >The next meeting will be on Wednesday, March 17, 2010 at 1:30 PM in the Carlton Watkins Center Multipurpose Room.

IMPORTANT REMINDERS AND RESOURCES

- ⇒ **New Person Centered Plan Format** – Effective March 1, 2010, the new Person Centered Plan format **MAY** be used **when the next annual re-write of the PCP is due**. Beginning July 1, 2010, the new format **MUST** be used **when the next annual re-write of the PCP is due**. [Person Centered Plan Format](#).
- ⇒ **Effective March 1, 2010 DMA will change the policies described below** for the following programs: CAP/DA, CAP/Choice, CAP/C, CAP/MR-DD, Targeted Case Management for DD Consumers:
- Current authorizations with effective dates prior to March 1, 2010, will continue as authorized until the next annual continued need review (CNR) or annual review. At

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that time, a three hour/12 unit limit per month policy will be applied for the next reauthorization or CNR.

- Effective March 1, 2010, prior authorization of case management services for adults on the Supports and Comprehensive waivers will not be required. These adults will be eligible for up to three hours/12 units monthly as well as the additional 24 units for assessment, planning, and crisis management annually.
- Non-waiver adults will continue to require prior authorization and may be authorized for up to three hours/12 units per month and no more than six additional hours/24 units annually if needed for completing an assessment, completing a reauthorization or continued need review, or for a crisis/emergency situation. Should a case manager submit a request for a non-waiver recipient that exceeds the 3 hour per month policy limits, the case will be reviewed to determine how many hours/units are necessary to meet the recipient's needs (one, two, or three hours per calendar month and/or six or less additional hours if needed for completing an assessment, completing a reauthorization or continued need review, or for a crisis/emergency situation within 365 days).
- Effective March 1, 2010, prior authorization of case management services for children on the Supports and Comprehensive waivers will not be required unless the request exceeds the three hour/12 unit monthly limit or the 24 unit limit for assessment, planning and crisis situations.
- Non-waiver children will continue to require prior authorization.
- Waiver and non-waiver Medicaid children must be evaluated under the EPSDT requirements prior to reducing their current service level at their next annual review and for authorization requests that exceed the three hour/12 unit limit or the 24-unit limits for assessment, planning, and crisis management. The case manager may request the additional six hours/24 units for these current authorizations even if the current monthly authorization is in excess of the three hour/12 units per month. These requests will be reviewed under the EPSDT criteria.
- Providers must use a separate billing code for the additional 24 units for assessment, planning, and crisis management – T1017SC. Therefore, in general, providers will submit an authorization request and bill claims for 144 units of T1071 for a full year and 24 units of T1017SC.

[Please review Implementation Bulletin #68](#) (see page 3) for complete details related to these TCM changes.

⇒ **KNOW Gangs RFP** – We hope you will consider joining us in the “good fight” against gangs and in support of Mecklenburg County youth and their families. Please find attached the Letter of Inquiry and Grant Guidelines that were distributed at the 11/12/2009 and 2/9/2010 KNOW Gangs RFP Information Sessions. Deadline for Letter of Inquiry submission is Friday, March 12, 2010. Late submissions will not be accepted.

Please contact Rev. K. Frances Cook or Melissa M. Treadaway, CMPD Research, Planning, & Analysis, with questions about the Letter of Inquiry process.

Melissa Treadaway, 704-336-2757

Rev. Cook - 704.432.4264 - GANG Hotline - 704.336.7331 - fcCook@cmpd.org - gangofone@cmpd.org - [For more information see the 02/19/10 Hot Sheet.](#)

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⇒ **02/02/10 Implementation Update #68** – Please review this update for new information on the following issues:

- Records Management Webpage Established
- Child and Adolescent Day Treatment
- IIH and CST
- SAIOP and SACOT
- ACTT Mid-size Team Physician Time
- CS Case Management Component
- Endorsement of Day Treatment, Community Support Team and Intensive In-Home
- CABHA Physician
- Provider Changes for Targeted Case Management
- Policy Changes for Case Management Services
- Revised PCP Format & One Page Profile
- Important ValueOptions Updates
- Residential Services Levels III & IV Updates

⇒ **Reminder to Child and Adolescent Providers** – Due to the current State budget crisis in North Carolina, the Department of Health and Human Services has had to make significant changes in our service delivery system. The Department intends to restructure the Child and Adolescent MH/DD/SA Residential Services and require transition of current recipients of this service to more appropriate options.

As a result of these changes, the Mecklenburg LME has suspended any further endorsement actions and new requests for MOAs for Level II Program Type, Level III and Level IV Child & Adolescent Residential Services. This means that any provider who has not successfully completed the endorsement process and received enrollment for one of the above services will not be able to complete the process. This also means that Mecklenburg LME will not enter into any new MOA agreements for these services with providers who request to serve Mecklenburg County consumers outside of the Mecklenburg County catchment area. **If you have questions regarding this information, please contact your Service Analyst.**

⇒ **Important ValueOptions Update** – Beginning March 1, 2010, notices of new authorization approvals, and the letters themselves, will be available **only** on the ValueOptions online provider portal ProviderConnect. ValueOptions will end the mailing of paper authorization approval letters as of March 1, 2010. Adverse determination letters will continue to be mailed to the recipient with a copy to the provider. Providers who have not previously used ProviderConnect must register for ProviderConnect at <https://www.valueoptions.com/pc/eProvider/providerRegisterFromLogin.do>. Training webinars will be conducted in February 2010 to educate providers about the new online approval letter process. Visit www.valueoptions.com/providers/Network/North_Carolina_Medicaid.htm and scroll to “Provider Training Opportunities” to register for a webinar.

Thousands of approvals for Targeted Case Management and Therapeutic Foster Care are made to LMEs, not the individual providers. LMEs will no longer receive paper approval

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letters for TCM and TFC as of March 1; LMEs will access the approval letters via ProviderConnect.

For some time LMEs have been accessing ProviderConnect to look up authorizations. LMEs are strongly encouraged to participate in a training webinar for routinely obtaining online approval letters if their TCM or TFC pass-through payment process includes some use of letters.

- ⇒ **Save the Date - 2010 Mecklenburg County Public Health Forum** – Presented by: Mecklenburg County Healthy Carolinians & Mecklenburg County Health Department. Healthy Kids: A Better Future Starts Today, Friday April 30, 2010. 8:00am – 2:00pm. [Please see flyer on page 7 for more information.](#)
- ⇒ **Modifications to the Provider Discharge Event Form** – Please note that the Provider Discharge Event has been recently modified in order to add the following to reasons for discharge: Consumer has aged out of current benefits. This reason is appropriately used for IPRS adolescent consumers who have reached their 18th birthday. Please discard previous editions of the Provider Discharge Event and use the latest revision located on AMH's website under Provider Resources. [Discharge Event](#)

EDUCATION AND TRAINING OPPORTUNITIES

- ⇒ **DSS Guardianship for Adults Training** – The Provider Council Training & Development Subcommittee would like to announce an upcoming training that we are sponsoring entitled **OVERVIEW: DSS Guardianship for Adults**. This training is designed to increase the MH/DD/SA provider agency knowledge of guardianship policies and procedures and to allow agencies to work more cohesively with DSS when Guardianship is in place.

Dates: March 12, 2010, 1:00 pm – 3:00pm

March 31, 2010, 2:00 pm – 4:00 pm

Location: Multipurpose Room, Carlton Watkins Center, 3500 Ellington Street, Charlotte.

Registration: Contact Genesis Project 1 to register 704.596.0505

- ⇒ **Mecklenburg's PROMISE Recovery and Crisis Training Calendar**. Please feel free to print and post at your locations or pass it on to anyone you feel would benefit from our trainings. To register, go to www.meckpromise.com. If you have any questions or concerns, please feel free to contact us at (704) 525-4398, ext. 207. <http://www.meckpromise.com/node/43>
- ⇒ **The Mecklenburg County Provider Council** has developed a comprehensive Training Calendar designed to serve as a one-stop location to view training events occurring in Mecklenburg County that are supported or sponsored by the provider community, the LME, AHEC or other entities. Following is a link to submit training events: <http://www.meckpromise.com/node/75>. To view training events, click on the following link: <http://www.meckpromise.com/mptc>

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- ⇒ **The LME Monthly AMH Training Calendar** is posted on-line at the following link:
<http://www.charmeck.org/Departments/Area+Mental+Health/For+Providers/Provider+Resources/training.htm>
- ⇒ **TIP – Training in Innovation and Practice** –The NC Council of Community Programs and the Administrative Services Organization, a group of providers, continue to offer training to help providers adapt to changing circumstances. For a list of currently scheduled training events and to register, go to www.nc-council.org.

WEB RESOURCES

- ♦ **NC DIVISION OF MH/DD/SAS:** <http://www.ncdhhs.gov/mhddsas/>
- ♦ **MECKLENBURG AMH:** <http://mentalhealth.charmeck.org>
- ♦ **AMH BEST PRACTICES COMMITTEES AND SCHEDULE:**
<http://www.charmeck.org/Departments/Area+Mental+Health/For+Providers/BestPractice.htm>
- ♦ **HOT SHEET ARCHIVE:**
<http://www.charmeck.org/Departments/Area+Mental+Health/For+Providers/Provider+Resources/Provider+Hot+Sheets.htm>



Healthy Kids: A Better Future Starts Today

Save the Date

Friday April 30, 2010

8:00am - 2:00pm

Student Union Building

The University of North Carolina at Charlotte

9201 University City Blvd, Charlotte, NC 28233

Event hosted by the UNC Charlotte

Graduate and Undergraduate Public Health Student Associations



Keynote Speaker: Kwain Bryant

Kwain Bryant is a noted national speaker & CEO of Empowerment Exchange. As an advisor for the NC Department of Public Instruction's Youth Advisory Council, winner of the Male's Place 2007 Distinguished Service Award, & a former health educator with Teen Health Connection, he is known for his ability to engage audiences



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February 18, 2010

Dear Provider:

Effective February 22, 2010, Nikki Harper with the MeckCARES System of Care Unit of the LME has been designated as the new primary point of contact for coordination of level III/IV residential group home tracking and monitoring. As such, she will assume the duties previously coordinated by Nicole P. McKinney as it relates to the following:

- Responding to general inquires regarding level III/IV group home transition initiatives
- Signing off on discharge plans required by Value Options
- Attending Care Review Team meetings for Level III/IV reauthorization requests
- Convening joint Child & Family Team meetings with QPs for initial Level III/IV admission requests
- Generating related LME and state-level reports

Nicole P. McKinney will continue to provide oversight of the level III/IV residential group home initiative and will assist in Nikki Harper's absence or as necessary. For future inquiries and coordination, Nikki Harper can be contacted at the following information:

Nikki Harper
704-432-4567 office
704-572-3771 mobile
Nicole.Harper@mecklenburgcountync.gov

As a reminder, included below is a highlight of various LME and State protocols that have been implemented regarding Level III/IV residential group home placements, in an effort to ensure that children are progressing in treatment with quality care and are being transitioned to the most appropriate, yet least restrictive environment and service necessary to meet the consumer's needs. For more information and helpful links, please visit the following:

For Implementation Updates:
<http://www.ncdhs.gov/mhddsas/servicedefinitions/servdefupdates/index.htm>

Mecklenburg County Area Mental Health Public Homepage
<http://www.charmeck.org/Departments/Area+Mental+Health/Home.htm>

Mecklenburg County AMH Hot Sheet:
To receive the hot Sheet contact William Sims at
704-336-2669 / William.Sims@MecklenburgCountyNC.gov

For more information on MeckCARES, Mecklenburg County's System of Care:
meckcares.charmeck.org

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429 Billingsley Road • Charlotte, North Carolina 28211 • (704) 336-2023 Fax (704) 336-4383
www.MecklenburgCountyNC.gov

NEW ADMISSIONS

The following criteria must be met for all NEW admissions to Level III or Level IV child residential services and length of stay is limited to no more than 120 days:

1. The current provider and the LME System of Care Coordinator (SOC) will convene the Child and Family Team (CFT).
2. The Child and Family Team shall review a current comprehensive clinical assessment that includes a discussion of all life domains (emotional, social, safety, housing, medical and health, educational, vocational, and legal).
3. The Child and Family Team shall fully inform the youth and family of all service options.
4. The Child and Family Team must develop a discharge plan on the approved DMH/DD/SAS and DMA Discharge Plan.

In addition to the current eligibility criteria, before a child can be admitted to Level III or Level IV placement the following shall apply:

1. Placement may be a transition from a Psychiatric Residential Treatment Facility (PRTF) or inpatient setting

OR

2. Multisystemic Therapy (MST) or Intensive In-Home (IIH) services did not meet the youth's treatment needs within the last six months and severe functional impairments persist;

AND

3. The CFT has reviewed all other alternatives and recommendations and recommends Level III or IV residential placement due to maintaining the health and safety of the child.

Process for obtaining the LME/SOC Representative's Signature:

The LME/SOC Representative should be contacted directly by the clinical home case coordinator/QP to schedule a CFT meeting, at which time the LME/SOC representative will jointly convene the CFT meeting, review clinical documentation, and sign the discharge plan form as appropriate for further consideration by Value Options. **The LME signature will remain valid for 90 days, regardless of Value Option's authorization period, unless the LME/SOC Representative signs for a period of time less than 90 days.**

CONCURRENT AUTHORIZATIONS

All concurrent authorizations for Level III and Level IV child residential services are limited to a maximum of 90 days after the current authorization expires. All concurrent authorization requests require the following:

1. A new comprehensive clinical assessment (that addresses co-occurring disorders as appropriate) by a psychiatrist independent of the residential provider and its provider organization) that includes clinical justification for continued stay at this level of care.
2. The CFT will review goals and treatment progress.
3. Family and/or caregivers are actively engaged in treatment goals and objectives.
4. A revised discharge plan.
5. The psychiatric assessment justifying the request and a revised discharge plan must be submitted to Value Options with the ITR and Person Centered Plan revision including documentation of the review of the CFT. The Person Centered Plan must reflect the family and/or caregiver involvement in treatment.

Process for obtaining the LME/SOC Representative's Signature:

- A Care Review Team meeting must be scheduled with the Child and Family Team for a formal interdisciplinary case staffing. If the services appear to be medically necessary and the Care Review Team and Child and Family Team members agree that the level of care is required to meet the needs of the consumer, the LME/SOC representation will sign the discharge plan. **The LME signature will**



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remain valid for 90 days, regardless of Value Option’s authorization period, unless the LME/SOC Representative signs for a period of time less than 90 days.

- Clinical Home Providers are expected to implement a proactive internal system that ensures collaboration via active engagement of the full CFT (QP of clinical home, residential provider, other service providers, legal guardian, consumer, and natural supports) in developing the discharge plan and modifying the PCP. Additionally, proactive planning should be initiated in each agency to ensure that authorizations remain current with respect to various State/LME protocols.
- Care Review Team meetings, specific to concurrent authorization requests, will not be scheduled prior to 30 days of the current authorization expiring. This fosters the increased availability of appointments for those who most urgently need them. The current authorization letter will be requested by Paula Cox, upon scheduling for further verification.
- To schedule a Care Review Team meeting, please contact Paula Cox at 704-432-4267 or Paula.Cox@mecklenburgcountync.gov . Included below is the schedule for Care Review Team meetings:

Care Review Team Schedule		
Team A	2 nd Friday/monthly	1:00pm, 2:00pm, and 3:00pm (1 hour slots)
Team B	4 th Friday/monthly	1:00pm, 2:00pm, and 3:00pm (1 hour slots)
Team C (Concurrent Authorizations only)	1 st and 3 rd Friday/monthly 2 nd & 4 th Thursday/monthly	1:00pm, 1:30p, 2:00pm, 2:30pm, 3:00pm, & 3:30pm (30 minute slots)

For additional questions on these changes, please feel free to contact your assigned service analyst or the LME/SOC Representative, Nikki Harper at 704-432-4567.

Sincerely,

Nicole P. McKinney, LPC

Nicole P. McKinney, LPC – Clinical Supervisor, MeckCARES SOC
 Mecklenburg County LME

Kimm Campbell, MSW

Kimm Campbell, MSW – Director, MeckCARES SOC
 Mecklenburg County LME

Nikki Harper

Nikki Harper - LME/SOC Representative, MeckCARES SOC

All Families and Caregivers who are raising youth with Mental Health Concerns



Would like to extend an invitation for you to attend:

'The Latest Trends in Medication Treatment for Young People with Mental Health Concerns'

This two-part training will provide you with valuable information about current medications and options

WHEN: THURSDAY, MARCH 11, 2010 FROM 5:00 – 7:30 PM
THURSDAY, MARCH 18, 2010 FROM 5:00 – 7:30 PM

WHERE: AT CMC RANDOLPH at 501 BILLINGSLEY ROAD, CHARLOTTE, NC 28211
(AUDITORIUM ON 1ST FL)

COST: FREE!

Professionals Invited Too!

Facilitator: D. F. LELIO, M.D., Director of Child and Adolescent Psychiatry at CMC-Randolph.

Join us as we learn more about the latest medication treatment options for children.

Please call or email to register for this training @ 704-336-7128 or email parentvoicebb@aol.com

Support provided by



ParentVOICE 3500 Ellington Street, Charlotte, NC 28211

www.parentvoice.net